



IOT Service Operations  
SLA Compliance  
Enterprise Level Agreements  
For May 2008

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	91%	
Call Abandonment Rate	Less then 5% Abandoned	4%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	98%	
Email Response Rate	98% Response within 1 business hour	100%	
User Sampling Survey	95% Of Satisfied Customers	97%	
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	98%	

Account Management	8 Business Hours	99.2%	
Applications	16 Business Hours	96.4%	
Data Management	32 Business Hours	99.4%	
Database	32 Business Hours	93.3%	
Hardware	40 Business Hours	96.5%	
Operating System	24 Business Hours	100%	
Telecomm	12 Business Hours	98.8%	

Excluding GMIS & SIRS

Network Availability

CAN Availability ( Campus Area )	24x7 Availability ( 99.9% )	100%	
Dial-Up Availability	24x7 Availability ( 99.9% )	100%	
Switch Availability	24x7 Availability ( 99.9% )	100%	
VPN Availability	24x7 Availability ( 99.9% )	100%	
WAN Availability ( Remote Sites )	24x7 Availability ( 98.9% )	99.8%	

Server and Storage Administration

Overall Average Windows Server Availability		99.9%	
Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.9%	
SQL Server Availability	99.9% Availability	99.7%	
Web/App Server Availability	99.9% Availability	100%	
Overall Average Mainframe Availability		99.9%	
IBM Mainframe Availability	99.9% Availability	99.9%	
IMS Region Availability	99.9% Availability	99.9%	
DB2 Connect Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98% )	99.1%	
New Network Account Requests	Creation Within 2 Business Days ( 99% )	98.9%	
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97% )	100%	

In compliance  
 Within Tolerance  
 Out of compliance  
 Insufficient data available this month

Run Date 6/9/2008